



As a Provider working with eternalHealth, you will have access to our online Provider Portal. In this welcome kit, you will find an enrollment form that will ask you for some basic information, including your name and email, amongst other fields.

After completing the form, please send it back to eternalHealth using the address or fax number on the form. At this time, without this form, we will not be able to set up your access to the Provider Portal. Once eternalHealth receives the form, we will send a follow-up email with your User ID, temporary password, and a user guide to assist you with the account setup and any questions you might have.

Provider Portal Functionality



View Info: In this section, you will be able to view your profile information, patients you are servicing, the patients plan selection, your taxonomy codes, your addresses, and other essential network information.



Benefits and Eligibility: This section allows you to view benefits and eligibility information for patients including cost sharing, PCP information, coverage status and dates, and plan information. This function will be available in Q4 of 2022, in the meantime please refer to the Summary of Benefits and provider manual located in the Provider Portal for more details.



Prior Authorization: You will be able to submit and check the status of prior authorizations for your patients.



Claims and Payments: This section allows you to view your claims submission history.

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